

**LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY**  
**1362 Rutan Court, Suite 100**  
**Livermore, CA 94551**

**TRI-VALLEY ACCESSIBLE ADVISORY COMMITTEE**

**AGENDA**

**ZOOM TELECONFERENCE**

**JANUARY 12, 2022 – 3:30 PM**

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*Agenda Questions: Please call the Director of Operations & Innovation at (925) 455-7562 or send an email to [frontdesk@lavta.org](mailto:frontdesk@lavta.org)*

*Documents received after publication of the Agenda and considered by the TAAC Committee in its deliberation will be available for inspection only via electronic document transfer, due to the COVID-19 outbreak. See the COVID-19 provisions outlined below. Please call or email the Director of Operations & Innovation during normal business hours if you require access to any such documents.*

**CORONAVIRUS DISEASE (COVID-19) ADVISORY  
AND MEETING PROCEDURE**

This meeting will proceed via teleconference in accordance with Government Code Section 54953(e)(2), in order to protect the health and safety of staff, officials, and the general public. Councilmembers will not be physically in attendance, but will be available via video conference.

The administrative office of Livermore Amador Valley Transit Authority (LAVTA) is currently closed to the public and will remain closed for the duration of the Tri-Valley Accessible Advisory Committee (TAAC) Committee meeting. Consequently, there will be no physical location for members of the public to participate in the meeting. We encourage members of the public to shelter in place and access the meeting online using the web-video communication application, Zoom. Zoom participants will have the opportunity to speak during Public Comment.

Public comments will also be accepted via email until 1:00 p.m. on Tuesday, January 11, 2022 at [frontdesk@lavta.org](mailto:frontdesk@lavta.org). Please include “Public Comment – 1/12/2022” and the agenda item in the subject line. In the body of the email please include your name. Public comments submitted will be read during Public Comment and will be subject to the regular three-minute time restriction.

This Tri-Valley Accessible Advisory Committee meeting will be conducted on the web-video communication platform, Zoom. In order to view and/or participate in this meeting, members of the public will need to download Zoom from its website, [www.zoom.us](http://www.zoom.us).

It is recommended that anyone wishing to participate in the meeting complete the download process before the start of the meeting.

There will be zero tolerance for any person addressing the Committee making profane, offensive and disruptive remarks, or engaging in loud, boisterous, or other disorderly conduct, that disrupts the orderly conduct of the public meeting.

**How to listen and view meeting video:**

- From a PC, Mac, iPad, iPhone or Android device click the link below:  
<https://zoom.us/j/88469810964>  
Passcode: TAAC1362
- To supplement a PC, Mac, tablet or device without audio, please also join by phone:  
Dial: 1 (669) 900-6833  
Webinar ID: 884 6981 0964  
Passcode: 85607181

*To comment by video conference, click the “Raise Your Hand” button to request to speak when Public Comment is being taken on the Agenda item. You will then be unmuted when it is your turn to make your comment for up to 3 minutes. After the allotted time, you will be muted.*

**How to listen only to the meeting:**

- For audio access to the meeting by telephone, use the dial-in information below:  
Dial: 1 (669) 900-6833  
Webinar ID: 884 6981 0964  
Passcode: 85607181

*Please note to submit public comment via telephone dial \*9 on your dial pad. The meeting’s host will be informed that you would like to speak. If you are chosen, you will be notified that your request has been approved and you will be allowed to speak. You will then dial \*6 to unmute when it is your turn to make your comment for up to 3 minutes. After the allotted time, you will be muted.*

**To submit written comments:**

- Provide public written comments prior to the meeting by email, to [frontdesk@lavta.org](mailto:frontdesk@lavta.org)

If you are submitting public comment via email, please do so by 1:00 p.m. on Tuesday, January 11, 2022 to [frontdesk@lavta.org](mailto:frontdesk@lavta.org). Please include “Public Comment – 1/12/2022” and the agenda item to which your comment applies in the subject line. In the body of the email please include your name. Public comments submitted will be read during Public Comment and will be subject to the regular three-minute time restriction

	<b>Action Recommended by Staff</b>	
<b>1. Call to Order</b>		<b>3:30</b>
<b>2. Roll Call</b>		
<b>3. Approval of Agenda and Modifications if necessary</b>	<b>Action</b>	
<b>4. Citizens' Forum: An opportunity for members of the audience to comment on a subject not listed on the agenda (under state law, no action may be taken at this meeting)</b>	<b>Information</b>	<b>3:35</b>
<b>5. Minutes of the November 3, 2021 meeting (please review prior to meeting)</b>	<b>Action</b>	<b>3:40</b>
<b>6. Joint Procurement with County Connection for Wheels Dial-A-Ride Services</b>	<b>Information</b>	<b>3:45</b>
<b>7. Dial-A-Ride Customer Satisfaction Survey</b>	<b>Information</b>	<b>4:15</b>
<b>8. PAPCO Report</b>	<b>Information</b>	<b>4:30</b>
<b>9. Service Updates &amp; Concerns</b>	<b>Discussion</b>	<b>4:35</b>
<b>10. Adjournment</b>		<b>5:00</b>

*I hereby certify that this agenda was posted 72 hours in advance of the noted meeting.*

<u>Jennifer Suda</u>	<u>1/7/2022</u>
<i>LAVTA Administrative Services Department</i>	<i>Date</i>

*On request, the Livermore Amador Valley Transit Authority will provide written agenda materials in appropriate alternative formats, or disability-related modification or accommodation, including auxiliary aids or services, to enable individuals with disabilities to participate in public meetings. A written request, including name of the person, mailing address, phone number and brief description of the requested materials and preferred alternative format or auxiliary aid or service should be sent at least seven (7) days before the meeting. Requests should be sent to:*

*Executive Director  
Livermore/Amador Valley Transit Authority  
1362 Rutan Court, Suite 100  
Livermore, CA 94551  
Fax: 925.443.1375  
Email: [frontdesk@lavta.org](mailto:frontdesk@lavta.org)*

## **AGENDA**

### **ITEM 5**

**LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY**  
**1362 Rutan Court, Suite 100**  
**Livermore, CA 94551**

**Tri-Valley Accessible Advisory Committee**

**DATE:** Wednesday, November 3, 2021

**PLACE:** Zoom Teleconference

**TIME:** 3:30 p.m.

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**DRAFT MINUTES**

**1. Call to Order**

The TAAC Chair Herb Hastings called the meeting to order at 3:31 pm.

**Members Present:**

David Weir	City of Livermore
Judith LaMarre	City of Livermore
Michael Balero	City of Livermore – Alternate
Shawn Costello	City of Dublin
Connie Mack	City of Dublin
Donna Singer	City of Dublin – Alternate
Carmen Rivera-Hendrickson	City of Pleasanton (joined at 3:48pm)
Herb Hastings	County of Alameda
Kulwant Singh	County of Alameda - Alternate
Diana Houghtaling	Social Services Member
Amy Mauldin	Social Services Member
Shay Roberson	Social Services Member – Alternate (joined at 4:04pm)
Esther Waltz	PAPCO Representative

**Staff Present:**

Toan Tran	LAVTA
Kadri Kulm	LAVTA
Christian Pereira	MV Transit
Juana Lopez	Transdev
Christian Sanchez	Transdev

2. **Roll Call**
3. **Approval of Agenda and Modifications in necessary**  
Hastings/Mack
4. **Citizens' Forum: An opportunity for members of the audience to comment on a subject not listed on the agenda (under state law, no action may be taken at this meeting)**  
None.
5. **Minutes of the July 7, 2021 meetings of the Committee**  
Approved.  
Costello/Waltz
6. **Chair Report**  
The Chair Herb Hastings told the committee members that he has been working with staff on the fixed route driver training, Dial-A-Ride Transit Manager App, and Go Tri Valley program. Both he and the Vice-Chair Shawn Costello met with LAVTA and MV staff to discuss their involvement in Wheels fixed route new driver sensitivity training. Mr. Hastings recently participated at a driver safety meeting and gave a presentation.
7. **Dial-A-Ride Customer Satisfaction Survey**  
Staff informed the committee of the upcoming Dial-A-Ride customer satisfaction survey, which will be conducted by a third party consulting company. The respondents will have the option to complete the survey online or over the phone.
8. **PAPCO Report**  
Esther Waltz and Herb Hastings gave an overview of the latest PAPCO meeting.
9. **Service Updates and Concerns**  
The committee members were wondering if it would be possible to have 'hybrid' TAAC meetings in the future where members can participate either via Zoom or in person.
10. **Adjournment**  
Meeting adjourned at 4:58 pm.

# **AGENDA**

## **ITEM 7**





# Livermore Area Valley Transportation Authority (LAVTA) Ridership Satisfaction Phone and Online Survey

## *Summary of Findings*

Prepared January 2022

Quantum Market Research



# Background

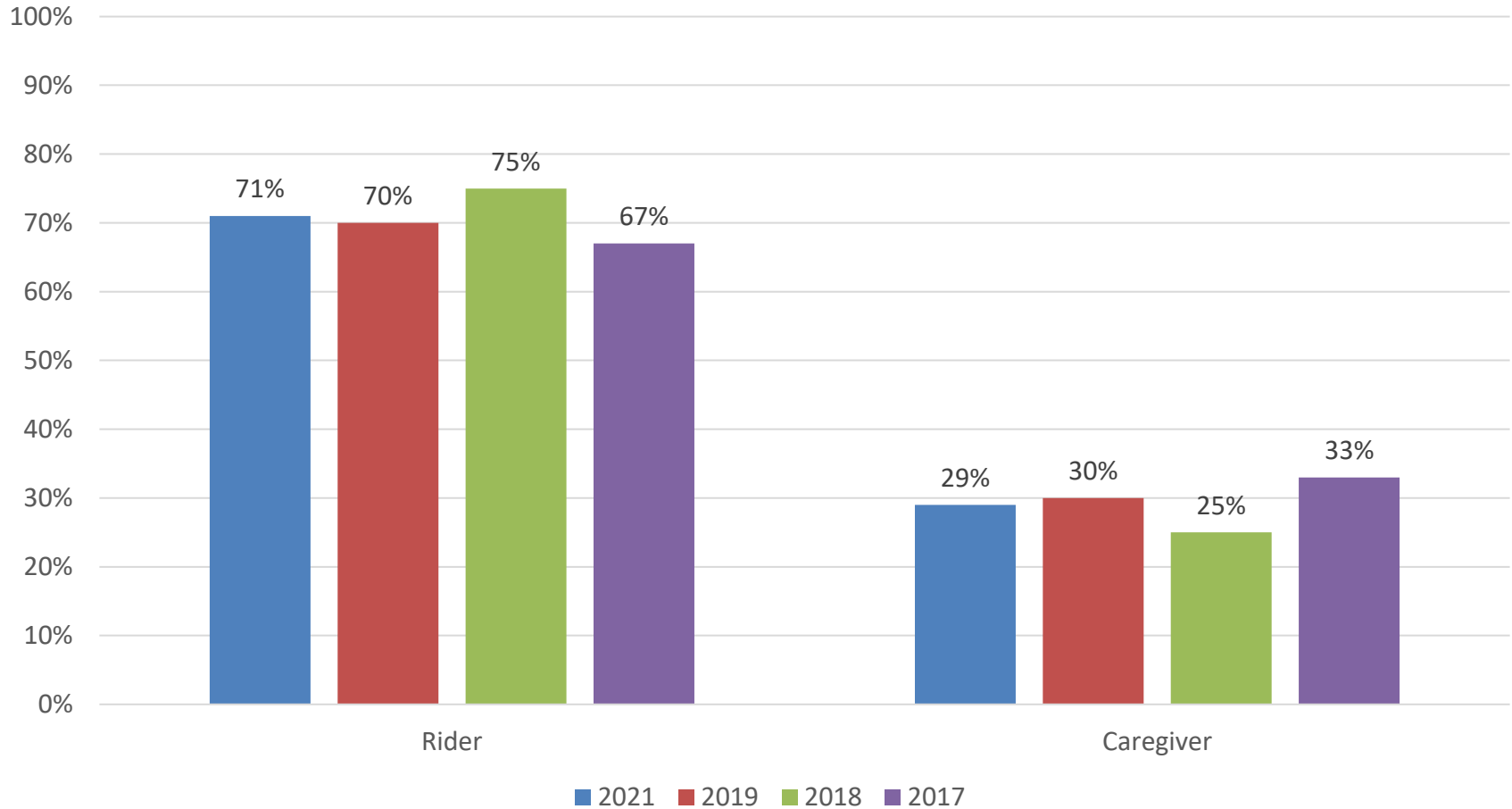
- Overall goal of the study is to gauge rider satisfaction with LAVTA's Wheels Dial-a-Ride service, particularly as a means of tracking opinions over the years.
- In this wave, efforts were made to conduct as many interviews as possible with those who have used the service since April 1, when LAVTA began partnering with neighboring County Connection in a demonstration program to provide the service.
- Survey has been conducted in English over the telephone since 2015.
- Since 2017, interviewing includes online surveys and Spanish-language interviewing, in addition to English-language surveys.
- Respondents were users of Wheels Dial-a-Ride service in the previous 12 months or are the caregivers of those users.



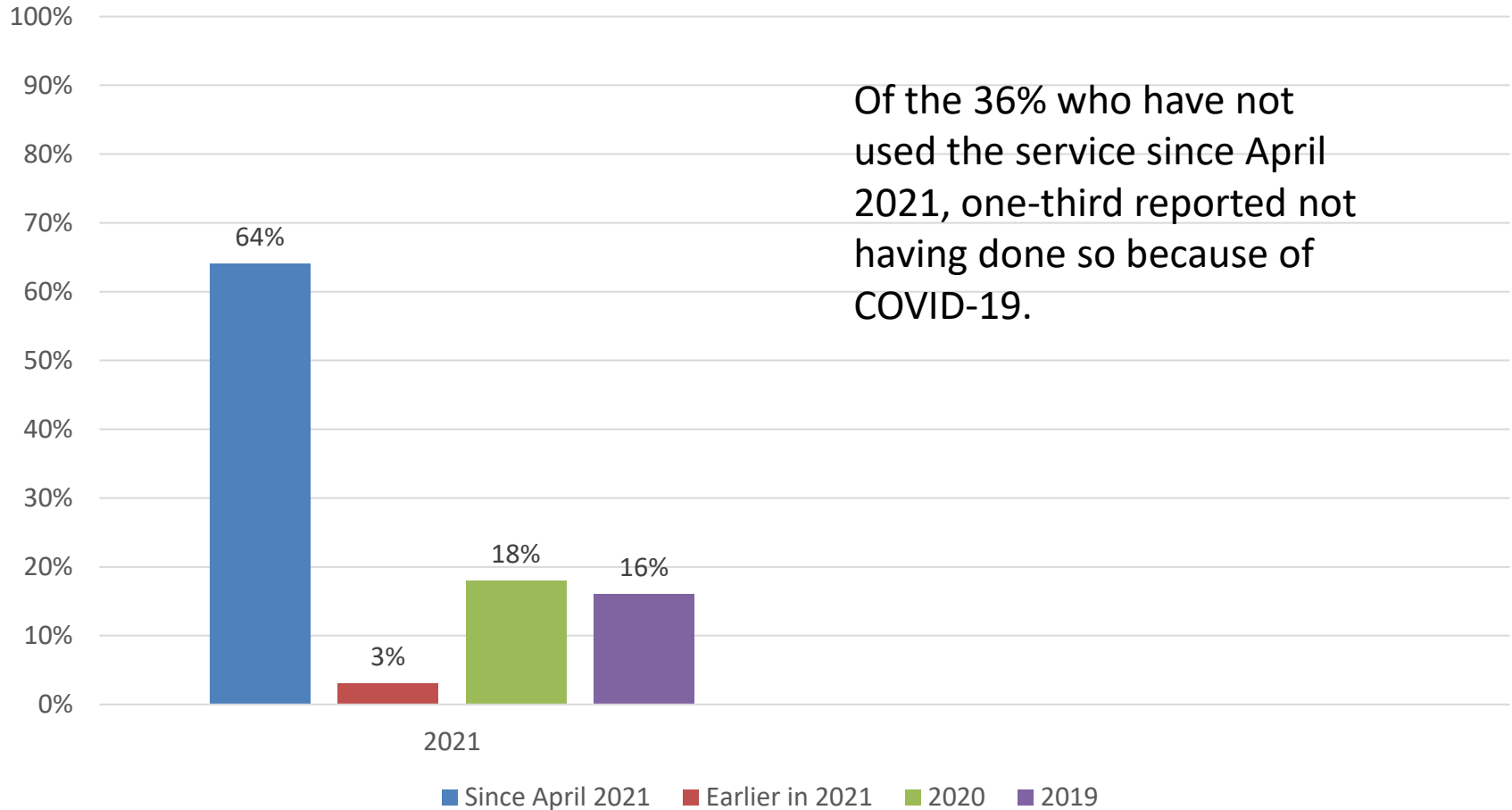
# Methodology

- In 2021, 285 surveys were conducted, including 265 telephone interviews averaging 10 minutes in length.
- Another 19 riders completed the survey online.
- Overall, 181 of the respondents, or 64%, have used the service since April 1.
- The margin of error is just over  $\pm 5\%$  at the 95% confidence level.
- The sample provided by LAVTA included a total of 1,165 individuals, including 141 at various nursing homes and rehabilitation centers.
- As in the most recent wave, postcards were sent to all riders in individual residences inviting them to complete the survey online or over the phone. Non-respondents with a valid email address also received an email invitation to participate.
- A raffle of four prizes of \$25 was offered to all respondents. Two additional raffles of \$100 were offered to the 255 people who, according to LAVTA, had used the service since April 1.

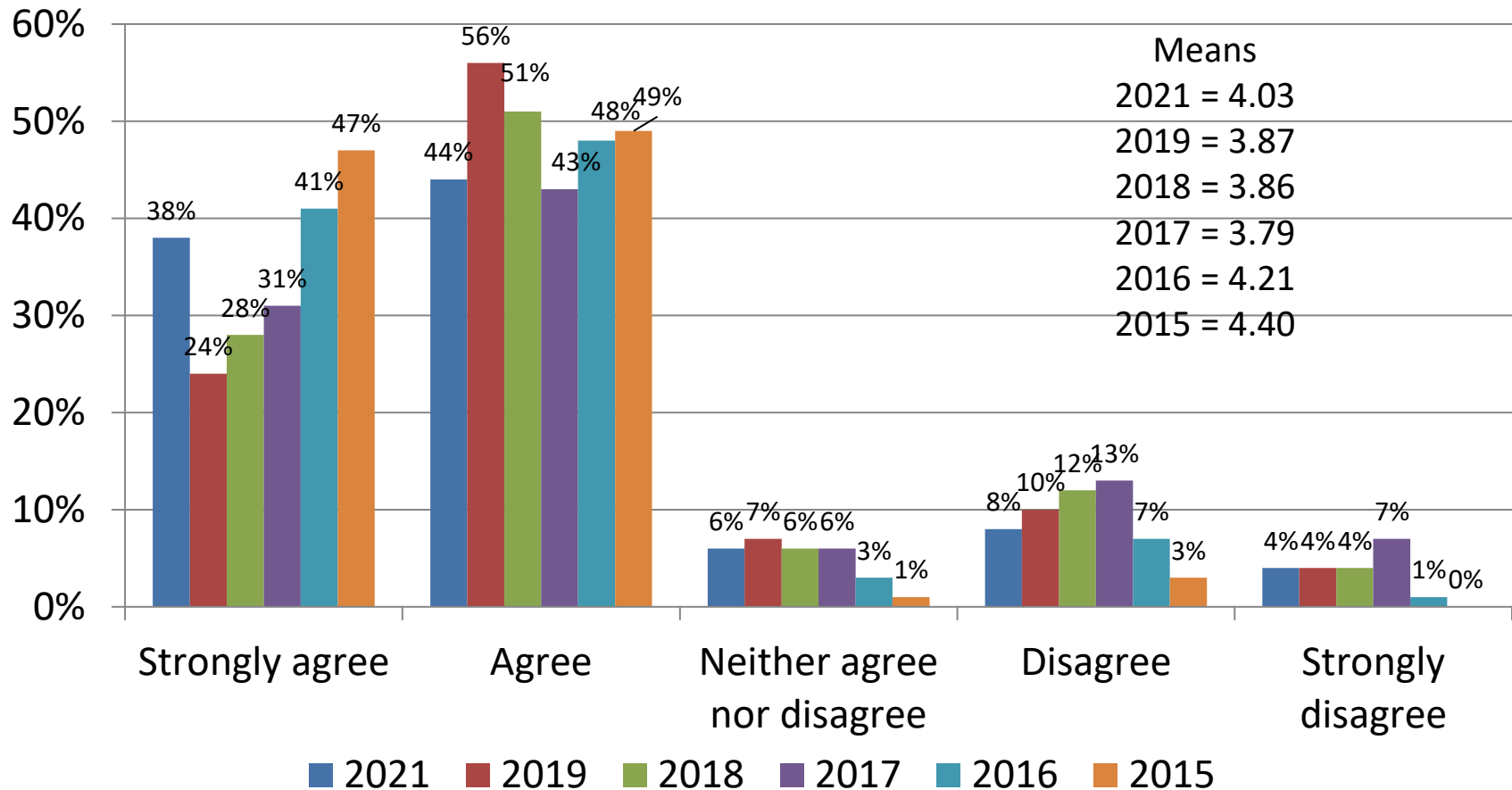
# Rider or Caregiver



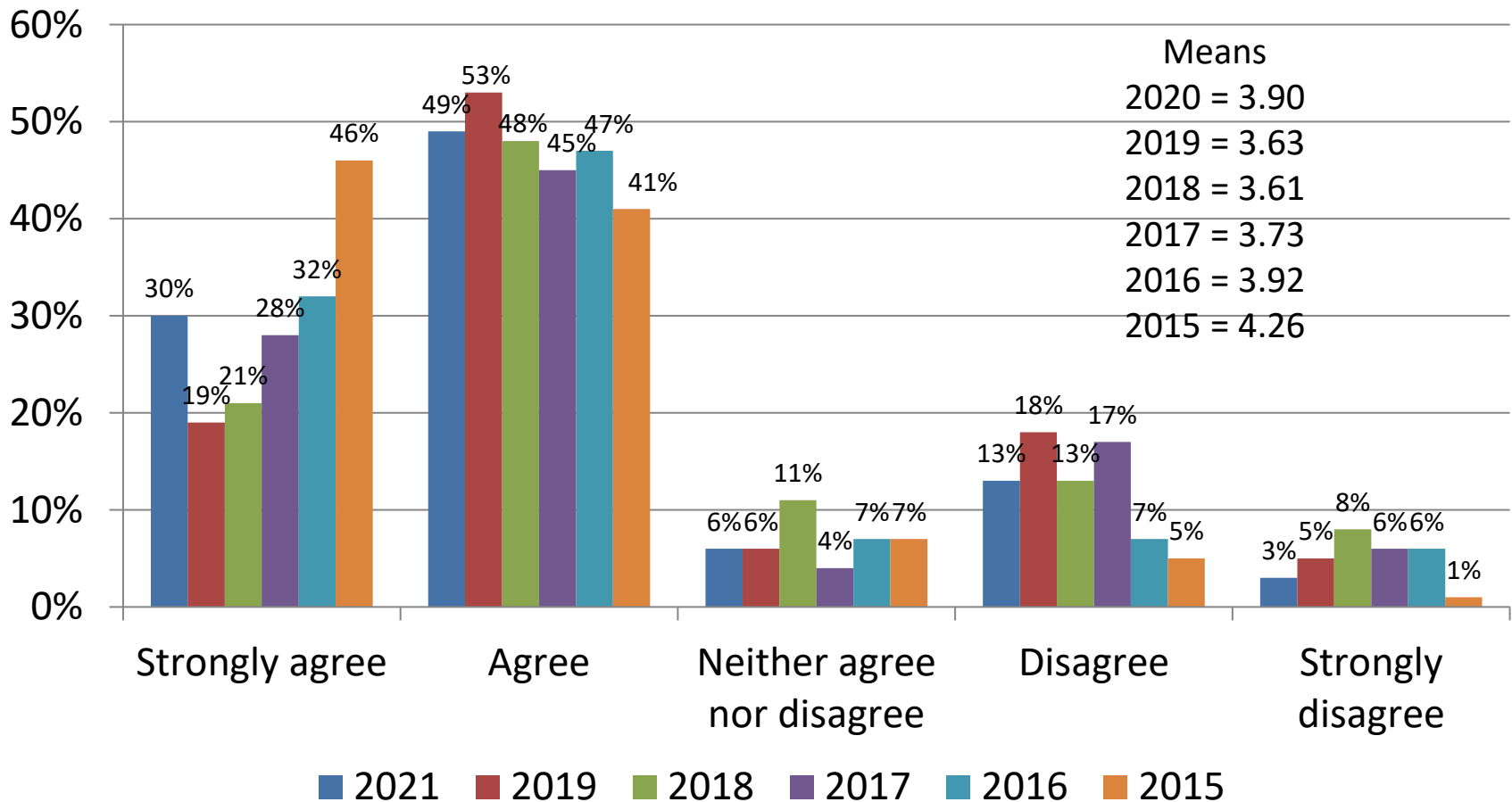
# When Last Used Wheels Dial-a-Ride



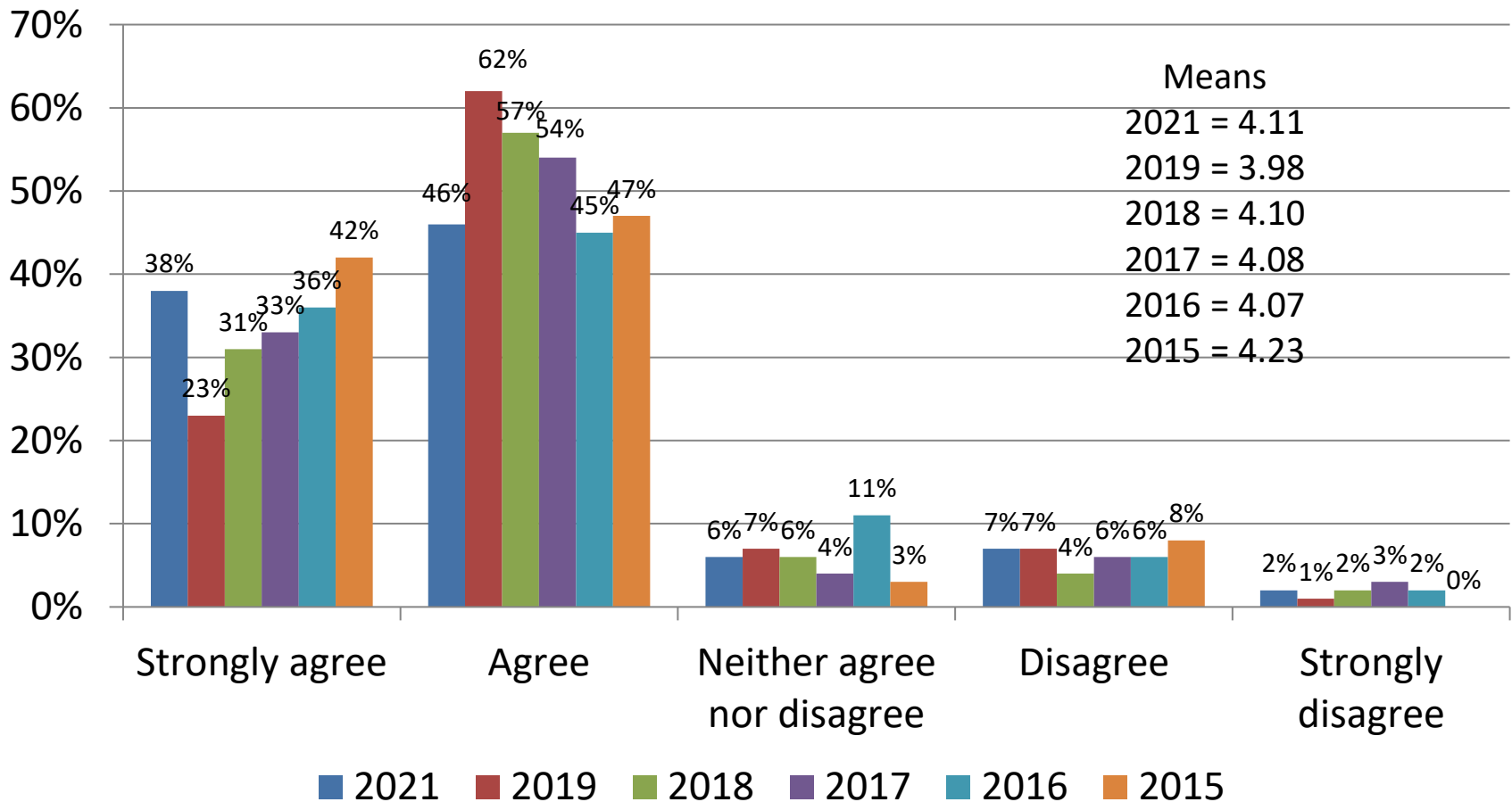
# Able to Reach Customer Service Quickly



# Hold Times Were Not an Issue

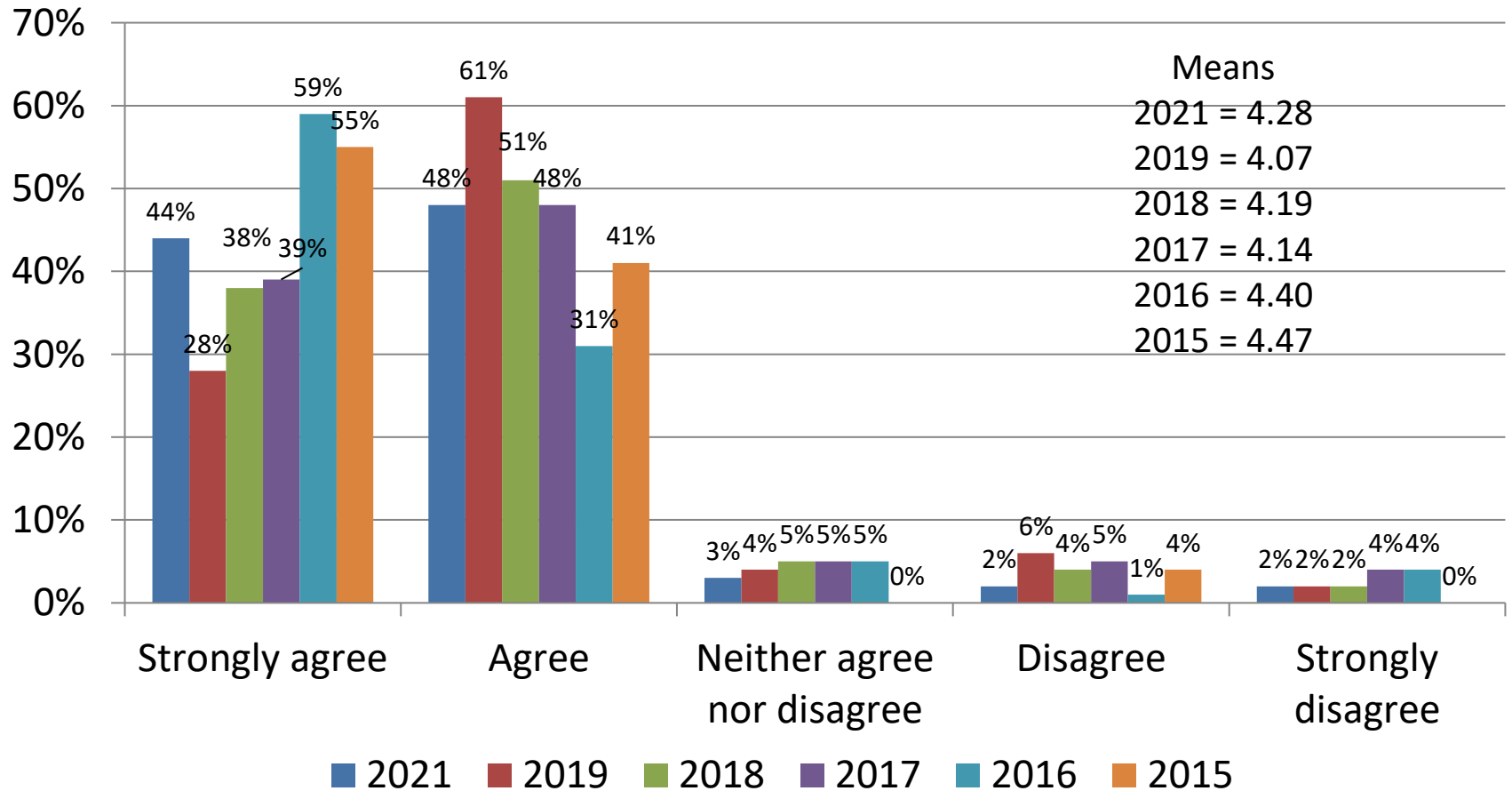


# No Problems with Phone Menu

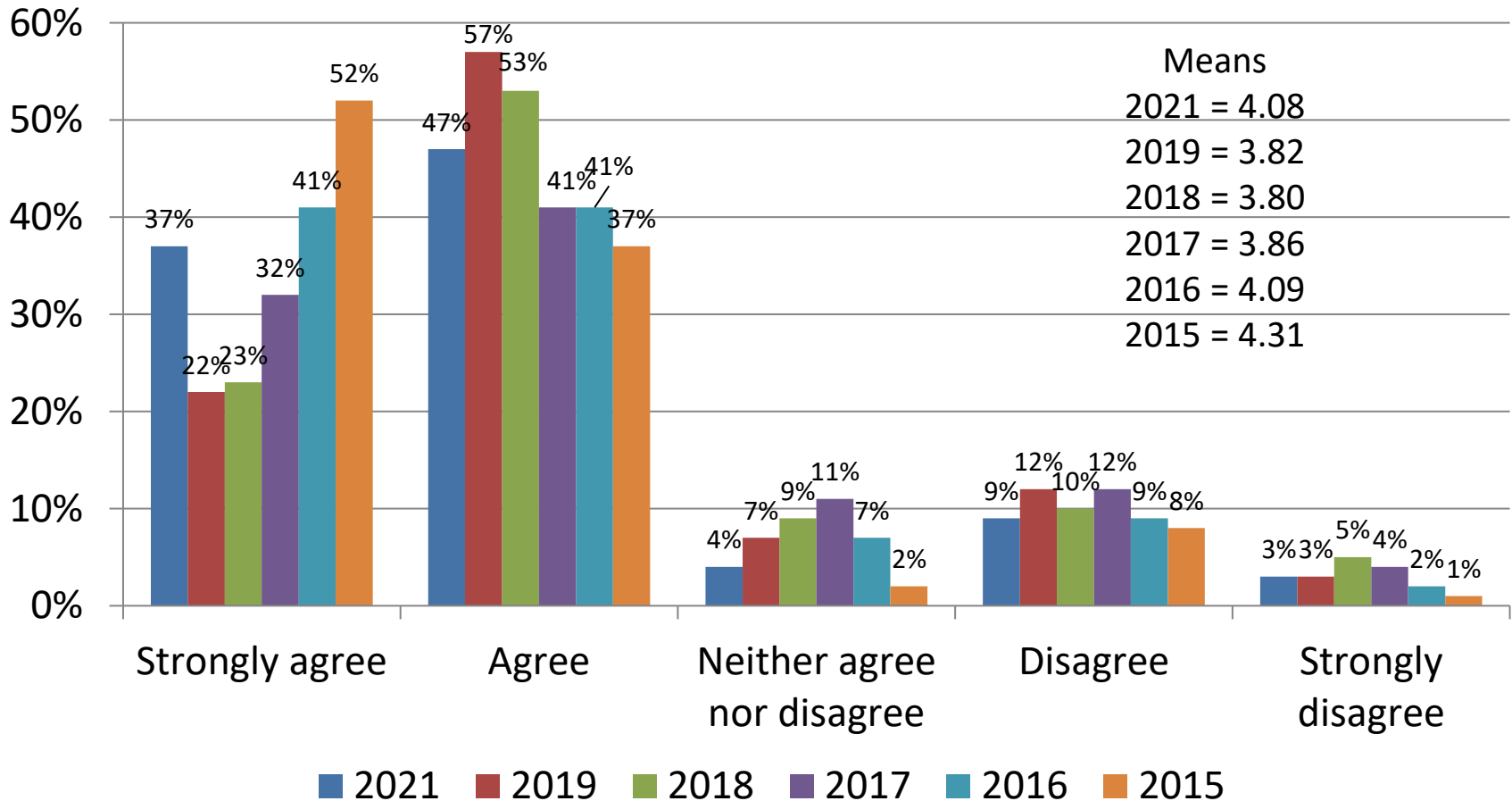




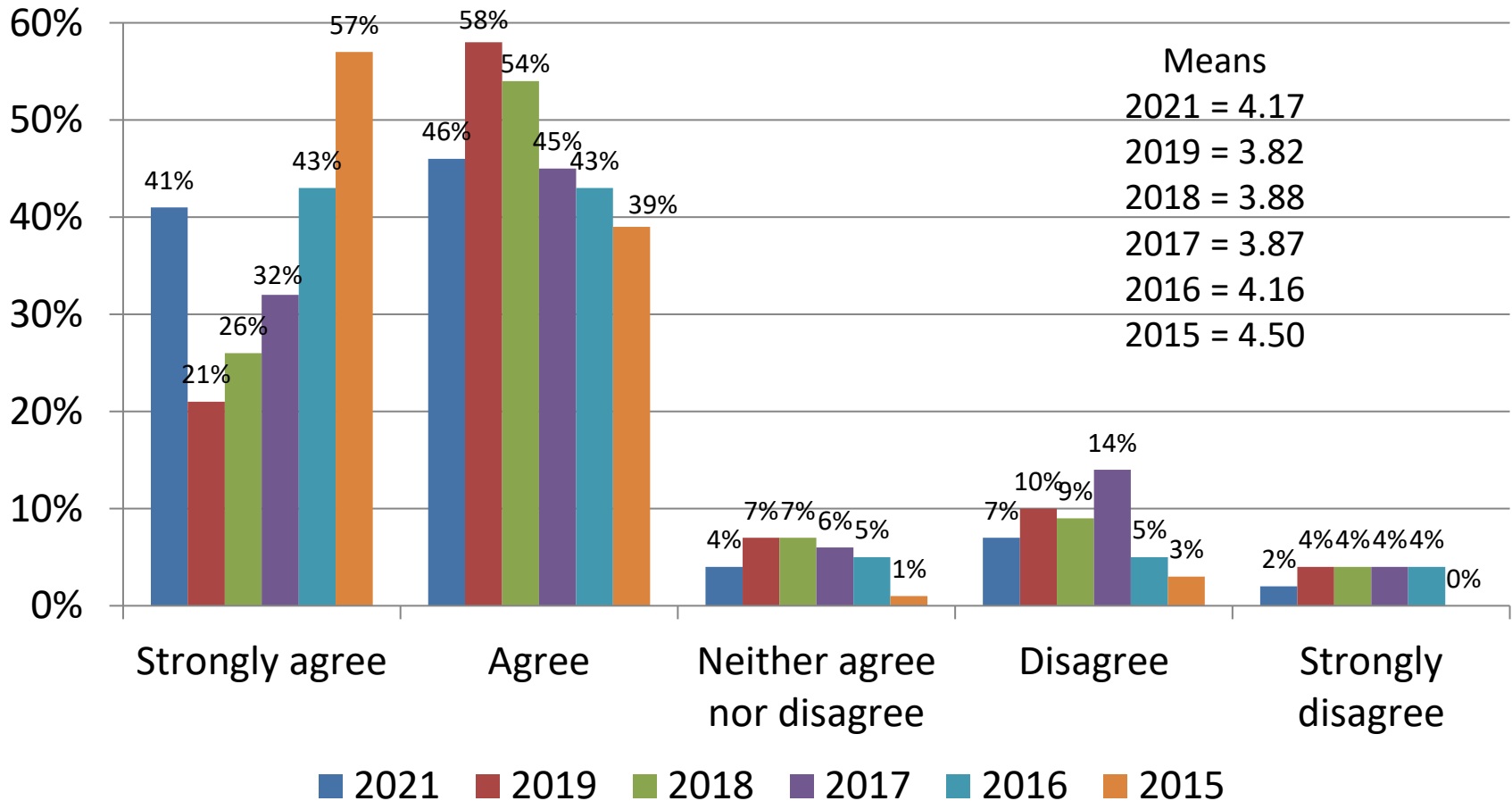
# Person on Phone Was Courteous



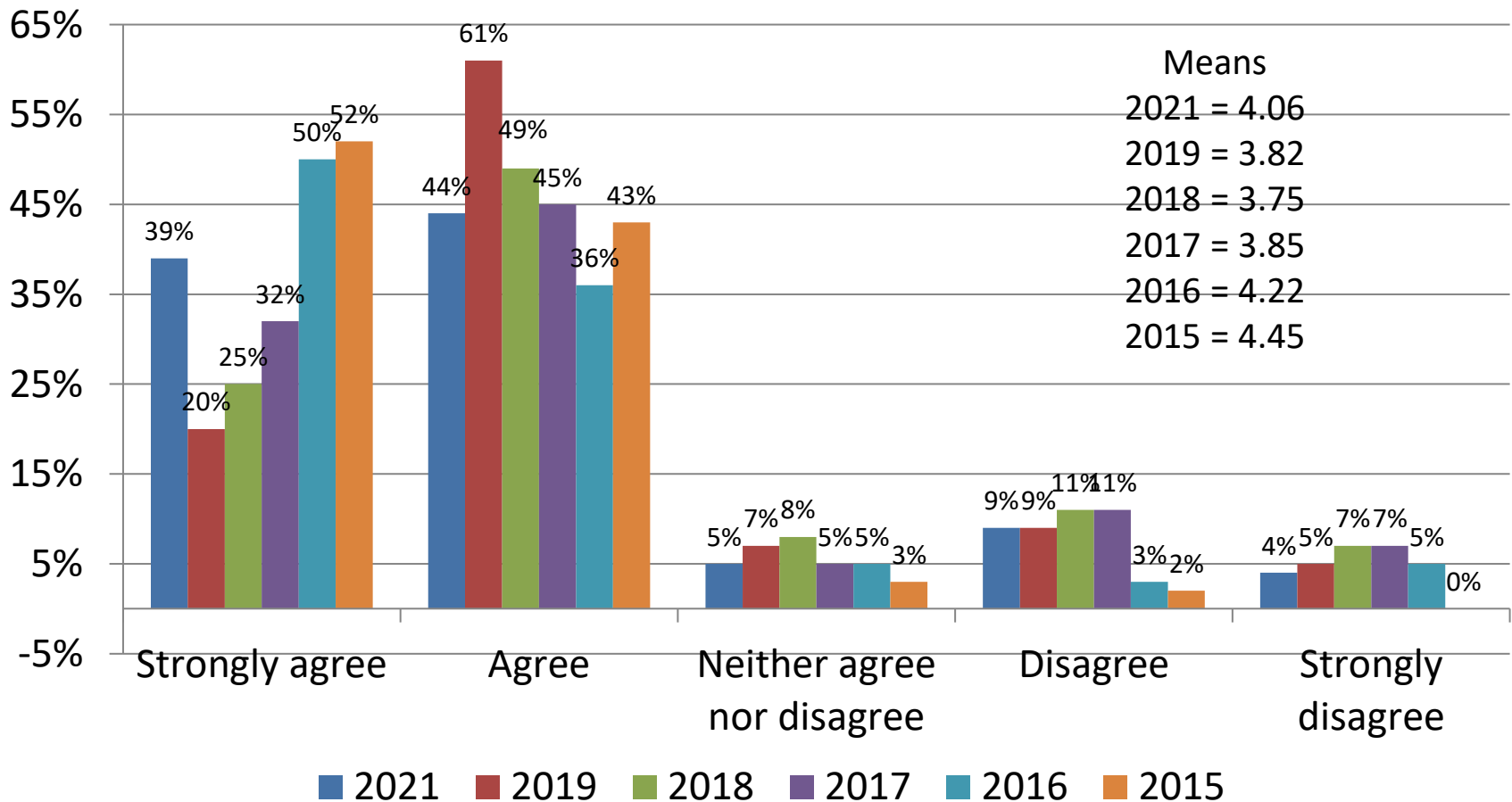
# Person on Phone Was Knowledgeable



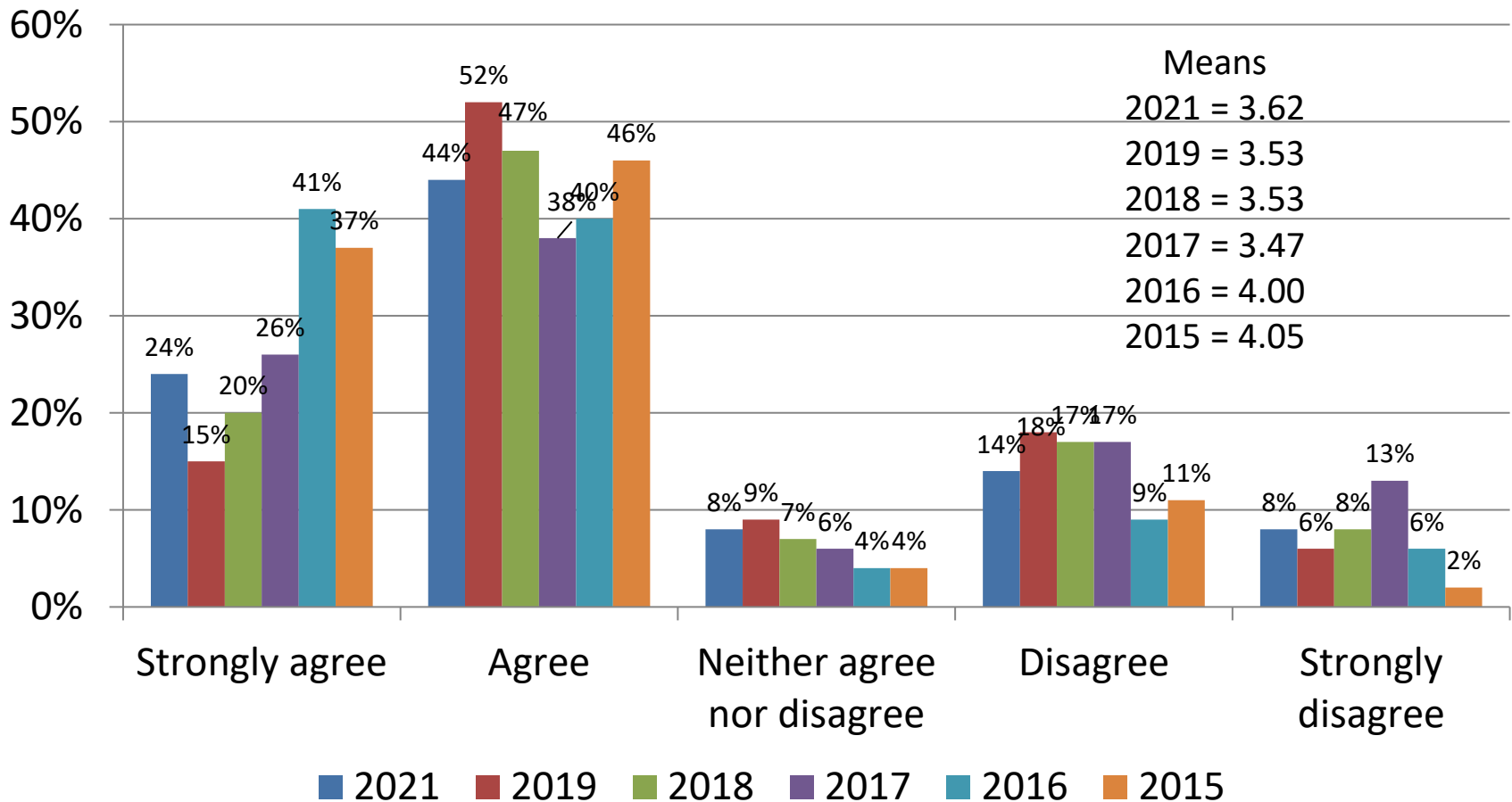
# Person on Phone Was Able to Arrange Request for Transportation



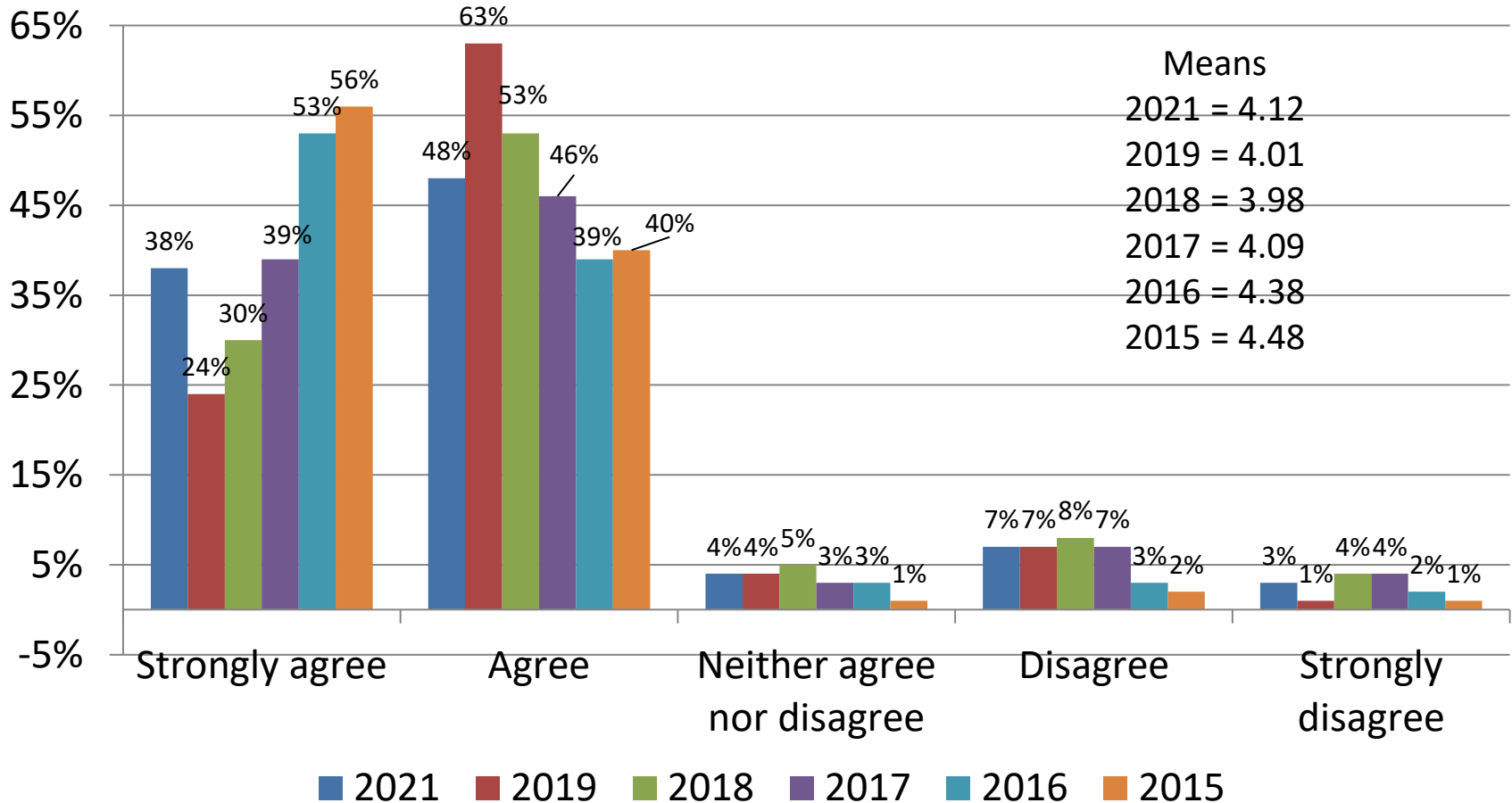
# It was Easy to Make Arrangements for Transportation on Phone



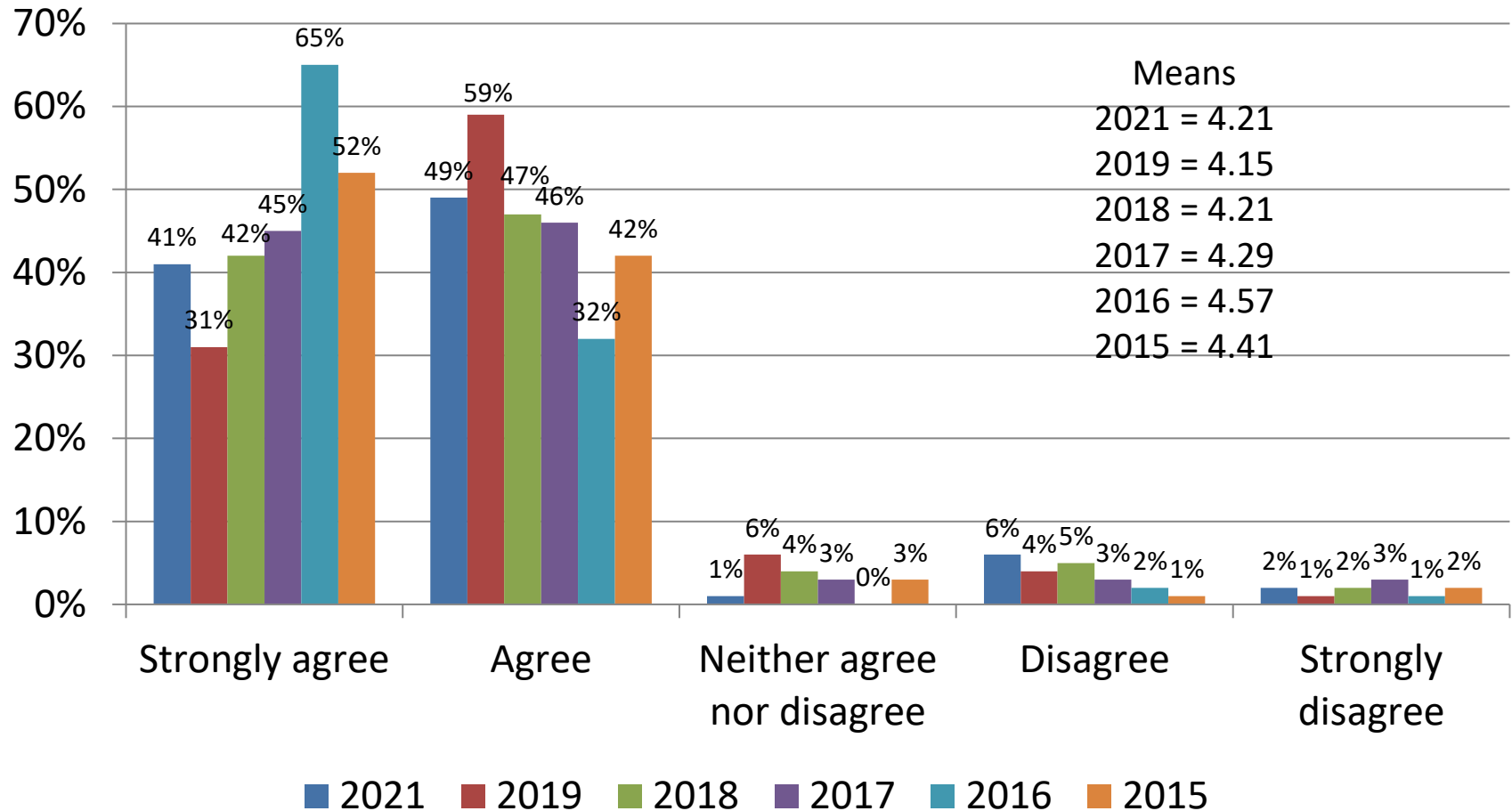
# Driver was on Time



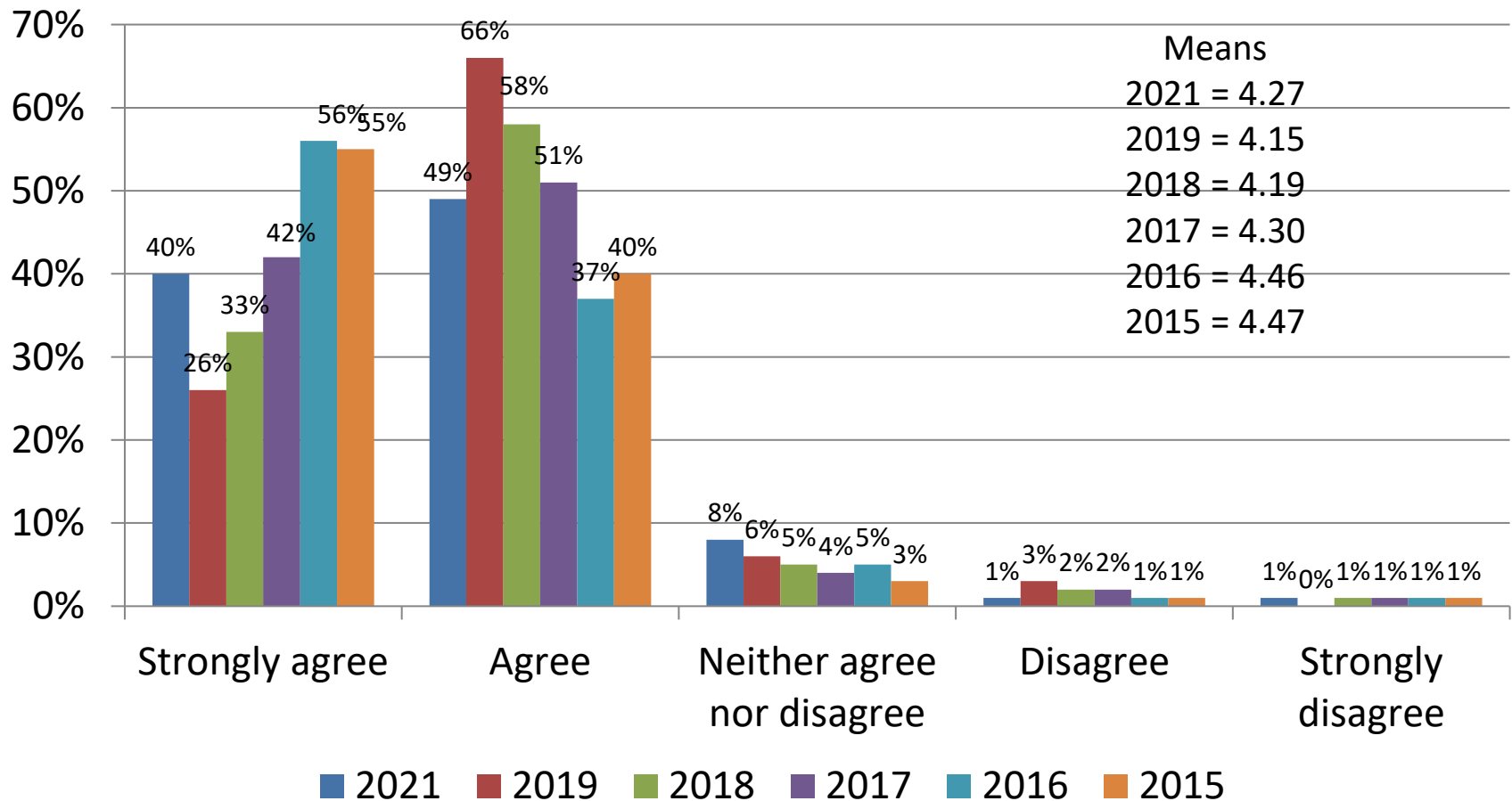
# Driver Arrived at Correct Address/Pick up Spot



# Driver was Courteous and Helpful

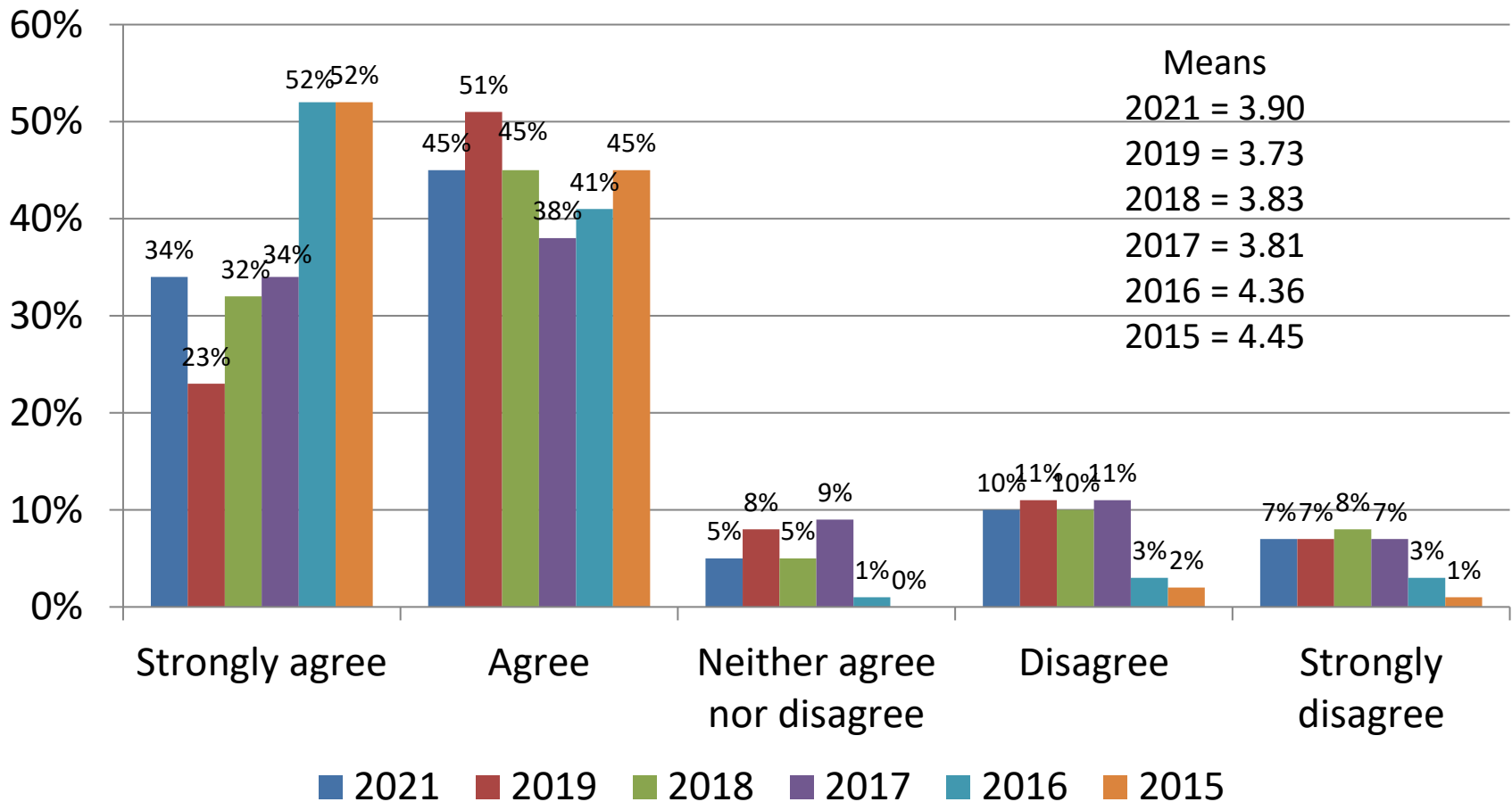


# Driver was Dressed Appropriately/Clean

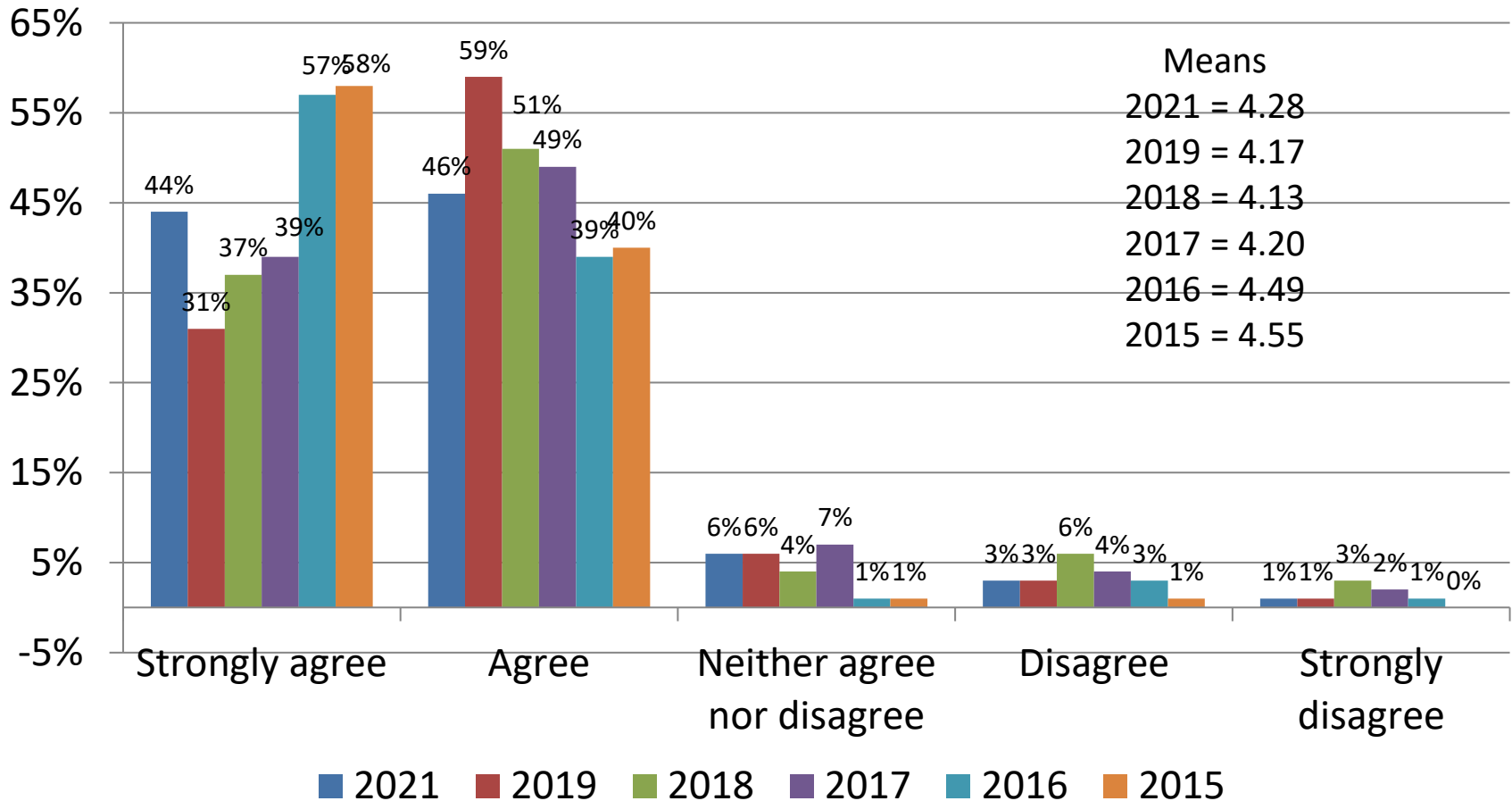




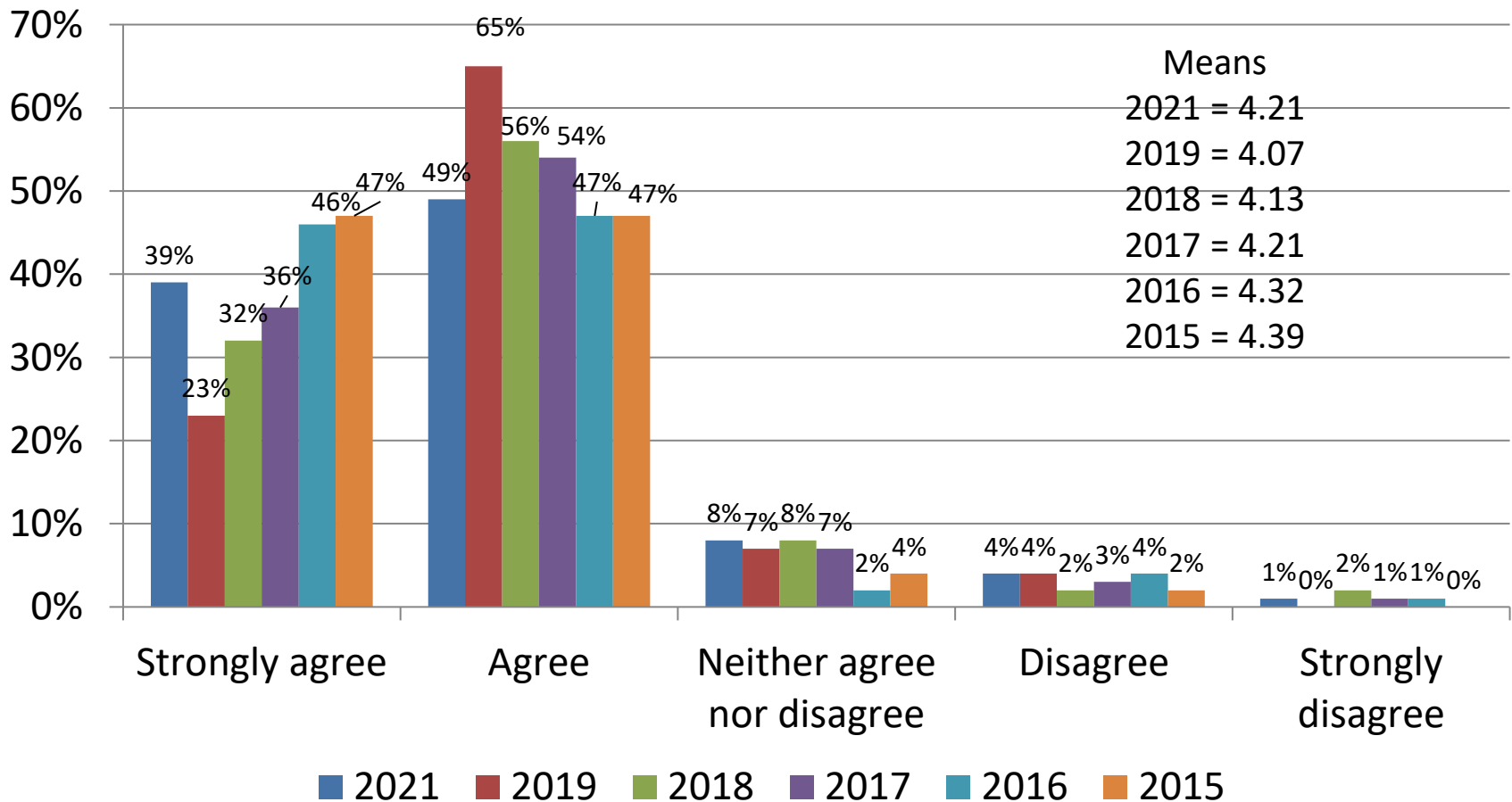
# Overall High Level of Satisfaction with Pickup Experience



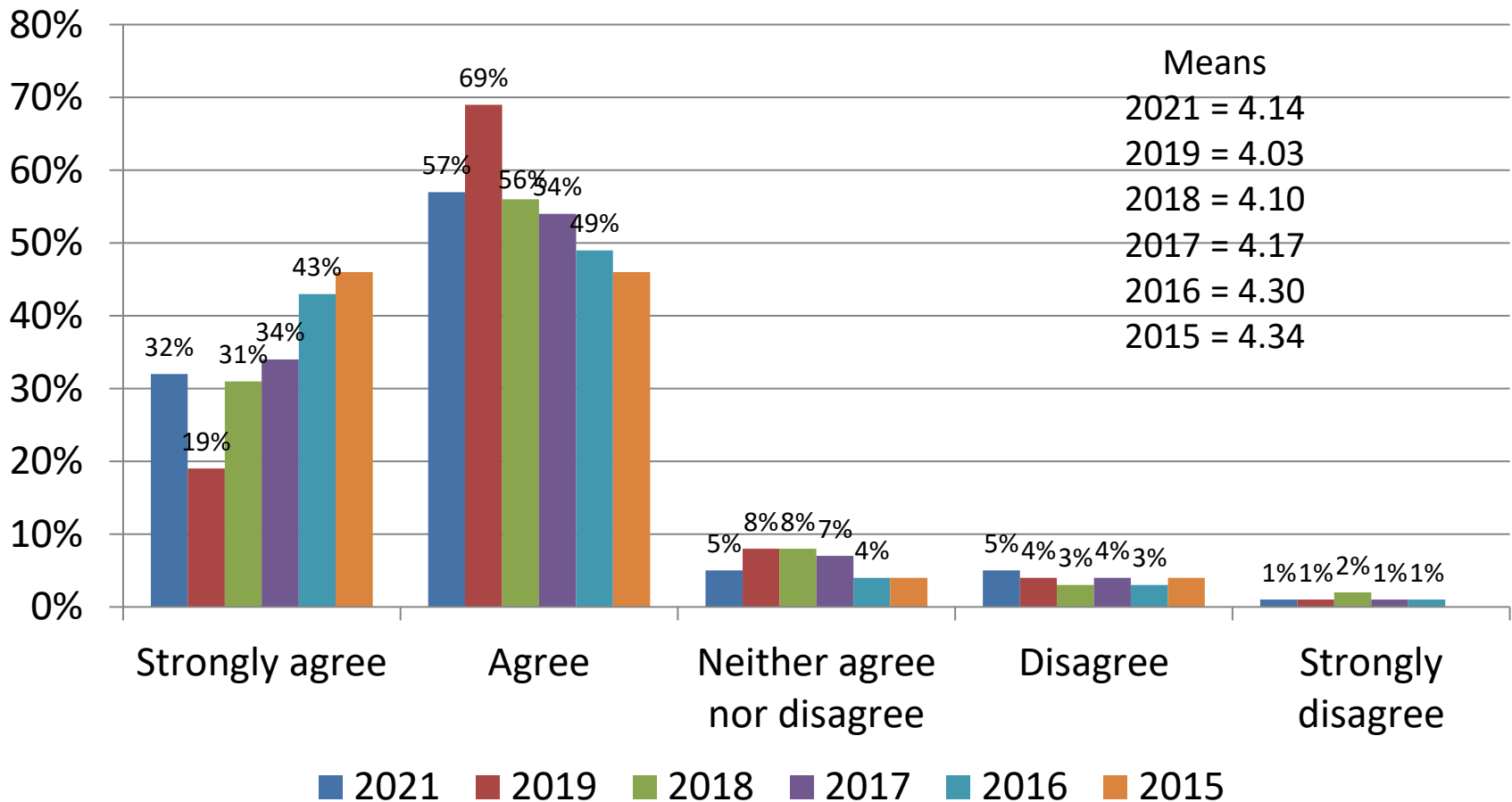
# Driver Operated Vehicle Safely/ Followed Traffic Laws



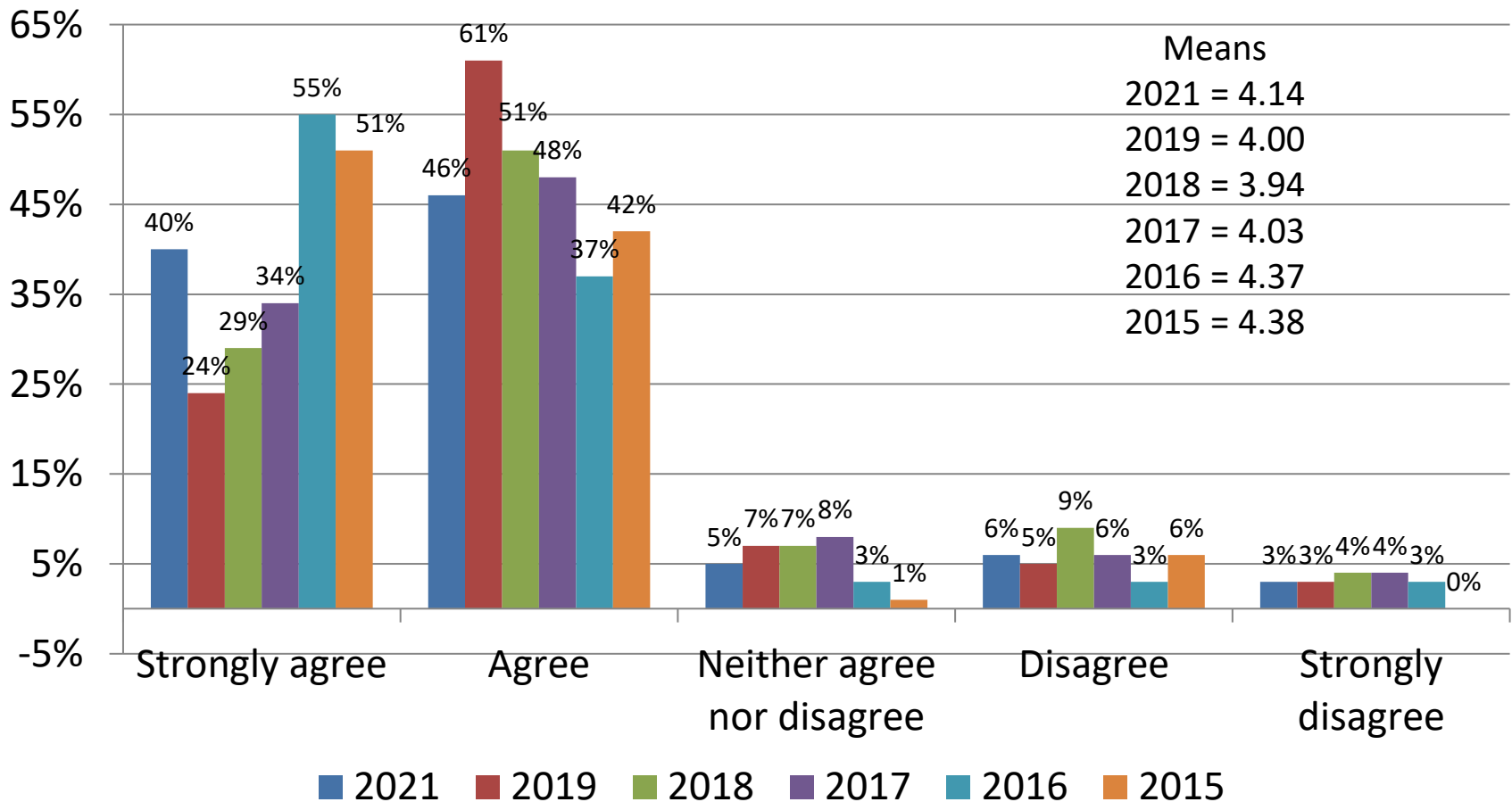
# Vehicle/Shuttle was Clean



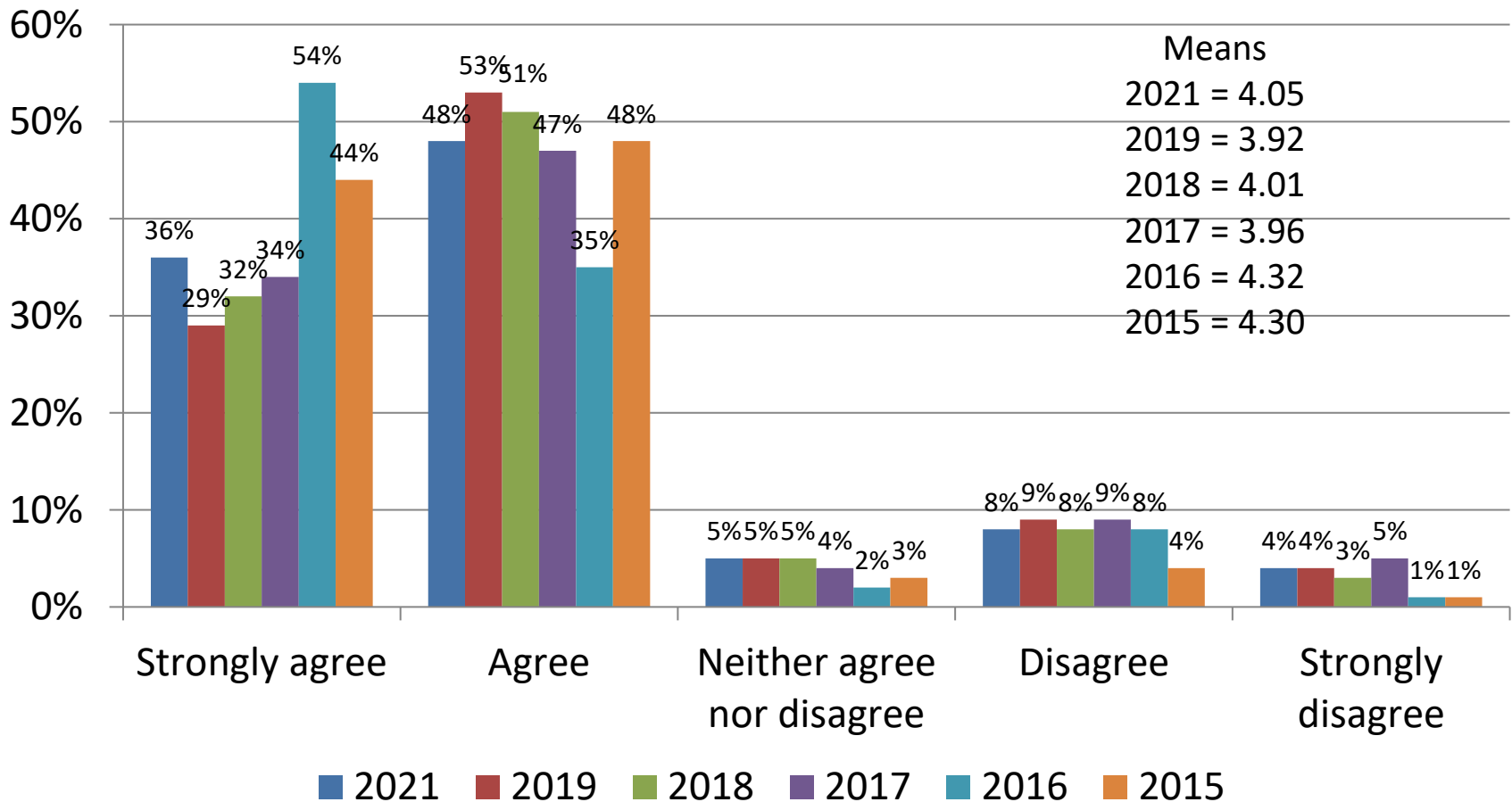
# Vehicle/Shuttle was in Working Order



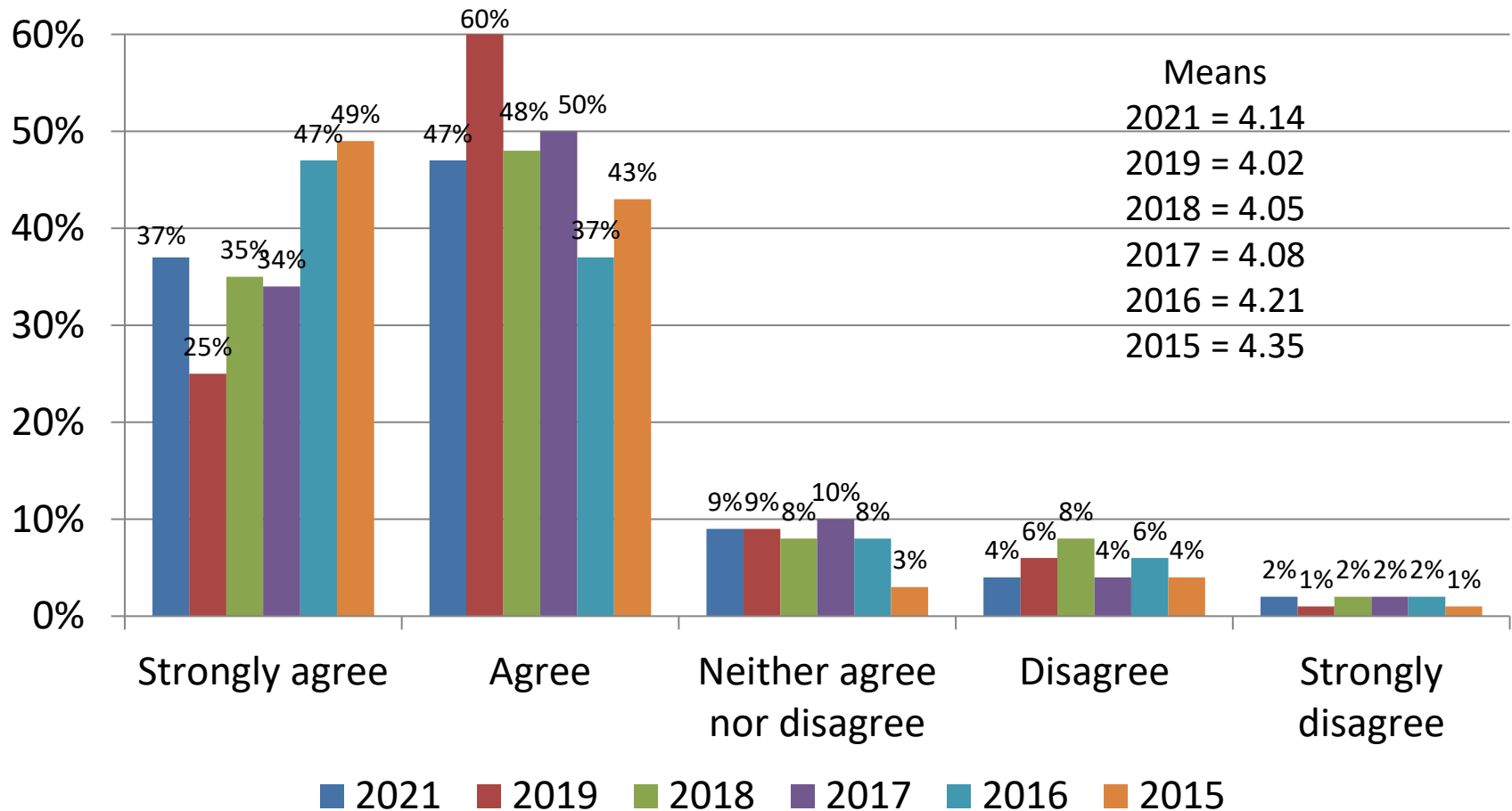
# Overall High Level of Satisfaction with Ride Experience



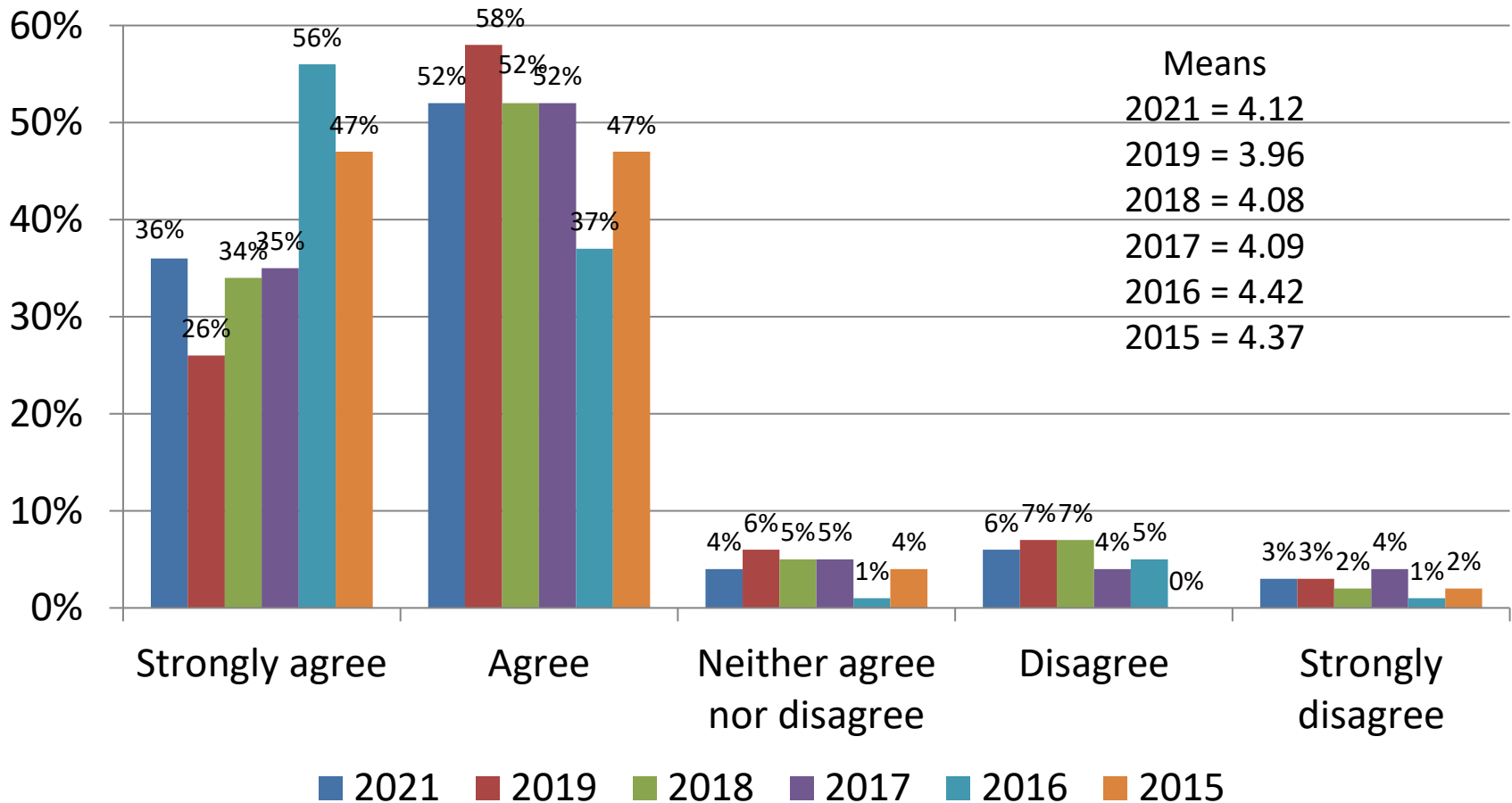
# Driver Dropped me off on Time and in Correct Place



# Driver Offered Me Help During Drop Off

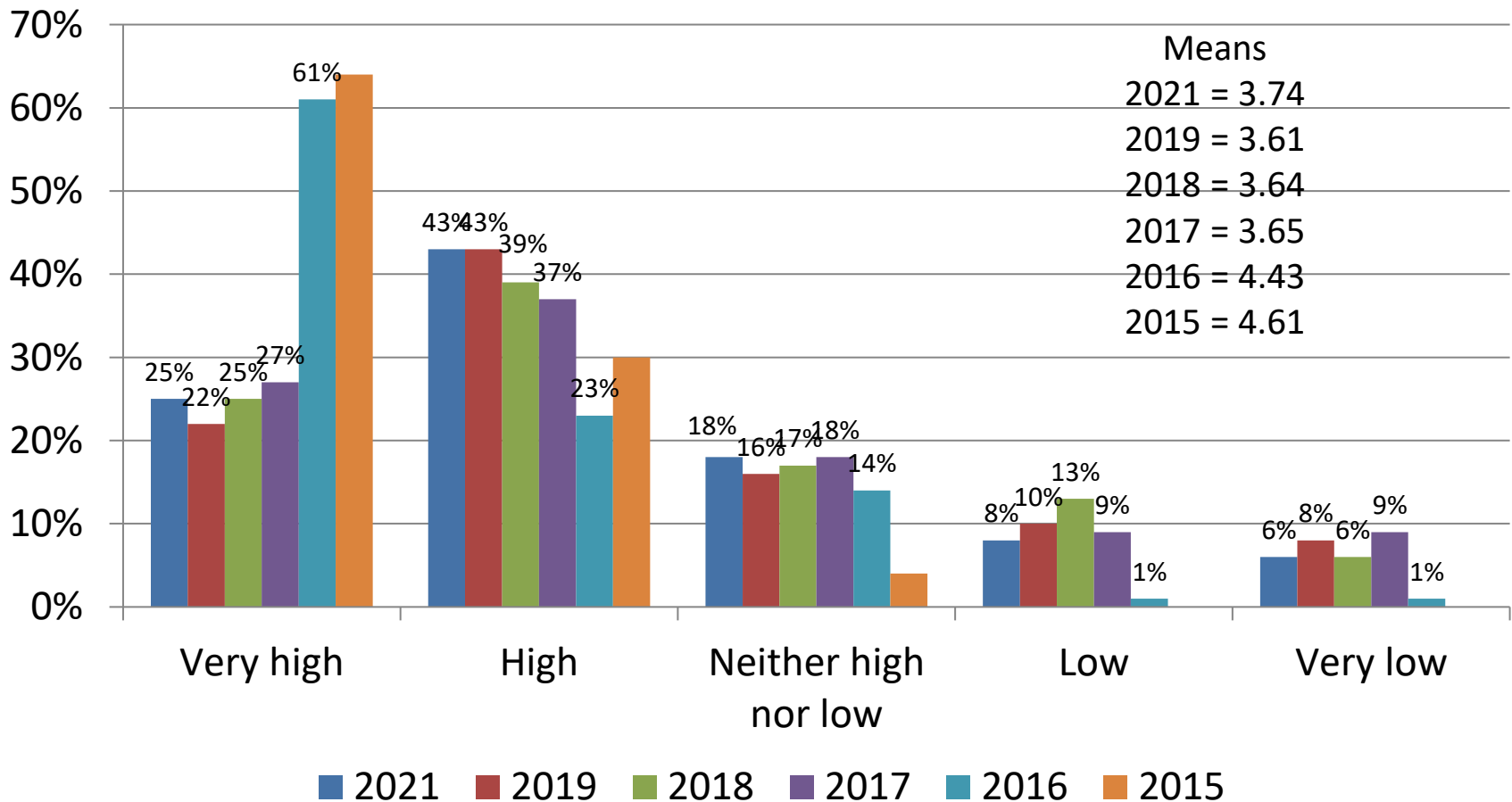


# Overall High Level of Satisfaction with Drop Off Experience





# Overall Experience



Note: the wording of this question was changed beginning in 2017.



# Comparisons of Mean Ratings

	<u>2021</u>	<u>2019</u>	<u>2018</u>	<u>2017</u>	<u>2016</u>	<u>2015</u>	<u>2021 v 2019</u>
Overall experience	3.74	3.61	3.64	3.65	4.43	4.61	0.13
Overall high level of satisfaction with pickup experience	3.90	3.73	3.83	3.81	4.36	4.45	0.17
Overall high level of satisfaction with ride experience	4.14	4.00	3.94	4.03	4.37	4.38	0.14
Overall high level of satisfaction with drop off experience	4.12	3.96	4.08	4.09	4.42	4.37	0.16
Driver operated vehicle safely/followed traffic laws	4.28	4.17	4.13	4.20	4.49	4.55	0.11
Person on phone courteous	4.28	4.07	4.19	4.14	4.40	4.47	0.21
Driver dressed appropriately/clean	4.27	4.15	4.19	4.30	4.46	4.47	0.12
Driver courteous and helpful	4.21	4.15	4.21	4.29	4.57	4.41	0.06
Vehicle/shuttle was clean	4.21	4.07	4.13	4.21	4.32	4.39	0.14
Person on phone able to arrange request for transportation	4.17	3.82	3.88	3.87	4.16	4.50	0.35
Vehicle/shuttle was in working order	4.14	4.03	4.10	4.17	4.30	4.34	0.11
Driver offered me help during drop off	4.14	4.02	4.05	4.08	4.21	4.35	0.12
Driver arrived correct address/pickup spot	4.12	4.01	3.98	4.09	4.38	4.48	0.11
No problems with phone menu	4.11	3.98	4.10	4.08	4.07	4.23	0.13
Person on phone knowledgeable	4.08	3.82	3.80	3.86	4.09	4.31	0.26
Easy to make arrangements for transportation on phone	4.06	3.82	3.75	3.85	4.22	4.45	0.24
Driver dropped me off on time/in correct place	4.05	3.92	4.01	3.96	4.32	4.30	0.13
Able to reach customer service quickly	4.03	3.87	3.86	3.79	4.21	4.40	0.16
Hold times not an issue	3.90	3.63	3.61	3.73	3.92	4.26	0.27
Driver on time	3.62	3.53	3.53	3.47	4.00	4.05	0.09

# Summary of Findings

- Whereas 2019 saw fewer riders accord the highest level of agreement (strongly agree) with the 20 statements, 2021 shows not only an increase over 2019, but increases over 2018 and 2017 as well. Most ratings are at least 10 percentage points higher than last time. This is a welcome change from the softening of opinions seen in 2019. Particularly notable are the number of riders who “strongly agree” that the person on the phone was able to arrange the transportation (+20) and that it was easy to make arrangements on the phone (+19).
- Overall mean ratings saw notable increases when it came to the person on the phone bearing able to arrange the transportation (+.35), hold times not being an issue (+.27), the person on the phone being knowledgeable (+.26), and being easy to make arrangements over the phone (+.24).
- The primary reason for not using Dial-a-Ride since April 2021 is the pandemic, cited as one-third of non-current riders as the reason for their lack of use.
- Once again, the lowest rated statements relate to hold times not being an issue and the driver being on time.